

## **Office complaints procedure AMS Advocaten N.V. ("AMS")**

### **Article 1 Definitions**

In this office complaints procedure the following definitions shall apply:

1. *Complaint*: any written expression of dissatisfaction by or on behalf of the client towards the lawyer or the persons working under the responsibility of the lawyer regarding the conclusion and execution of an agreement for services, the quality of the services provided or the amount of the fee, not being a complaint as referred to in paragraph 4 of the Lawyers Act;
2. *Complainant*: the client or the client's representative making the complaint; and
3. *Complaints officer*: the lawyer in charge of handling the complaint.

### **Article 2 Scope of application**

1. This office complaints procedure applies to any agreement of engagement between AMS and the client, including persons working under the responsibility of a lawyer.
2. Each AMS lawyer shall ensure the handling of a complaint is in accordance with the office complaint procedure.

### **Article 3 Objectives**

The purpose of this office complaints procedure is:

1. to establish a procedure to deal constructively with the complaint of a client within a reasonable period of time;
2. to establish a procedure to identify the cause of the complaint of a client;
3. to maintain and improve existing relationships through proper complaint handling;
4. to train staff in client-oriented response to complaints; and
5. to improve service quality through complaint handling and complaint analysis.

### **Article 4 Information at the start of an agreement of engagement**

1. This office complaints procedure has been made public. Before entering into an agreement of engagement, the lawyer informs the client that the firm has an office complaints procedure and that it applies to the services provided.
2. AMS has in its general terms and conditions made mention of an independent party or body to which a complaint can be submitted in case a complaint that has been handled has not been resolved in order to obtain a binding decision, which independent party or body has been made known at the time of the agreement of engagement.
3. Complaints as referred to in article 1 of the office complaints procedure that are not resolved after handling shall (in accordance with the relevant provisions in the general terms and conditions of AMS) in principle be submitted to the competent court in

Amsterdam, unless a different Dutch court with territorial jurisdiction is designated by law.

#### **Article 5 Internal complaints procedure**

1. If a client approaches AMS with a complaint, the complaint will be directed to Mr T.J. van Vugt, who thereby acts as complaints officer. In the event of a conflict of interest, AMS may nominate another complaints officer where appropriate.
2. The complaints officer shall notify the person complained against about the filing of the complaint and give the complainant and the person complained against the opportunity to explain the complaint.
3. The person complained against has made tries to reach a solution together with the client, whether or not after the intervention of the complaints officer
4. The complaints officer shall settle the complaint within one month from receipt of the complaint or notify the complainant of any deviation from this time limit, stating the time limit within which a decision on the complaint will be given.
5. The complaints officer shall notify the complainant and the person complained against in writing of the decision on the merits of the complaint, whether or not accompanied by recommendations.
6. If the complaint is dealt with satisfactorily, the complainant, the complaints officer and the person complained against confirm the verdict on the complaint.

#### **Article 6 Confidentiality and free complaint handling**

1. The complaints officer and the person complained against shall observe confidentiality in handling complaints.
2. The complainant is not liable to pay any compensation for the costs of handling the complaint.

#### **Article 7 Responsibilities**

1. The complaints officer shall be responsible for a timely handling of the complaint.
2. The person complained about shall keep the complaints officer informed about any contact and a possible resolution.
3. The complaints officer shall keep the complainant informed about the resolution of the complaint.
4. The complaints officer shall keep track of the complaint file.

#### **Article 8 Complaints registration**

1. The complaints officer shall register the complaint along with the complaint subject.
2. A complaint can be divided into several subjects.
3. The complaints officer shall report periodically on the handling of complaints and make recommendations for the prevention of new complaints and the improvement of procedures.
4. At least once a year the reports and recommendations shall be discussed at the office and submitted for decision-making.